Implementation

Completing the Loop of Innovation

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Problem Solution Process

Funding Agreement

Solution Agreement

Design

Responsible Agency Identification

Construction

Alternative Solution Analysis

Operation

Problem Identification

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Circle Of Response

Reporting

Investigation

Processing

Incident

Action

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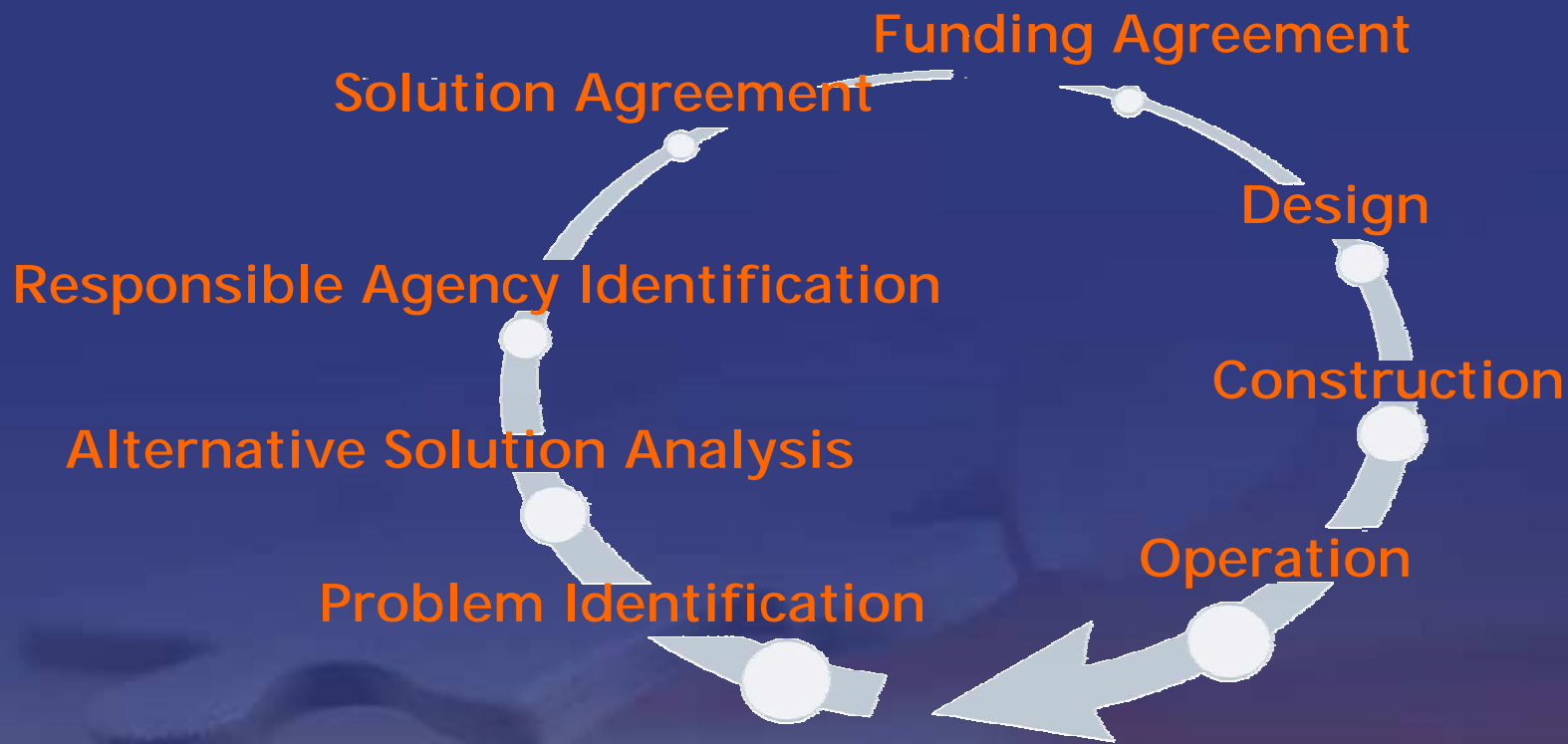
My Own Education

- Civil Engineering Undergraduate

- 37 years of traffic engineering OJT

- Progressive Management of People
    - "The Customer Comes Second"
    - "Working with Emotional Intelligence"
    - "First, Break All The Rules"

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Engineering Education

- Focused on technical skills
- Undergraduate curriculum provides for few electives in social sciences
- Does not focus on skills such as:
  - Personal Competencies
  - Social Competencies
  - Communication
  - Conflict Resolution

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Emotional Intelligence (EI)

Personal Competence

– Self-Awareness
- Emotional Awareness
- Accurate Self-Assessment
- Self Confidence

– Self-Regulation
- Self-Control
- Trustworthiness & Conscientiousness
- Innovation & Adaptability

– Motivation
- Achievement Drive
- Commitment
- Initiative & Optimism

Social Competence

– Empathy
- Understanding Others
- Developing Others
- Service Orientation
- Leveraging Diversity
- Political Awareness

– Social Skills
- Influence
- Communication
- Conflict Management
- Leadership
- Change Catalyst
- Building Bonds
- Collaboration & Cooperation
- Team Capabilities

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Role Of "EI" Critical Skills

KEY

SF	•Success Factors
	•Cognitive or Technical Competence
IQ	▪Intellect
Ex	▪Expertise
EC	•Emotional Competence

$$SF = \frac{1}{3}(IQ+Ex)+\frac{2}{3}(EC)$$

67%   or 2:1

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What's The Point?

- Critical skills are twice as important to individual success

- Implementation of solutions relies on Critical Skills

- Training in Critical Skills is CRITICAL

- It's not an overnight solution…
  …so let's get rolling!

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